

State: **Rhode Island**

Type of Report: PIP: ____ Quarterly Report: X (Quarter: 2)

Date Submitted: November 30, 2011

Part A: Strategy Measurement Plan and Quarterly Status Report

Goal: Achieve timely and appropriate permanency for all children at home and in foster care.				Applicable CFSR Outcomes or Systemic Factors: Perm 1	
Strategy 1: Formalize concurrent planning in practice				Applicable CFSR Items: 5,6,7,8,9,10	
<i>Action Steps and Benchmarks</i>	<i>Person Responsible</i>	<i>Evidence of Completion</i>	<i>Quarter Due</i>	<i>Quarter Completed</i>	<i>Quarterly Update</i>
Action Step 1.1: Formalize concurrent planning/ permanency goals in practice					
1.1 (a) Define concurrent planning	Assoc Director, Child Welfare Services	Definition completed	Q1	<u>ACF Comment Q1: Complete</u>	Q1: A definition of concurrent planning has been developed by an interdivisional workgroup and is attached as <u>1.1.a.pdf</u> . The State believes this benchmark has been completed.
1.1 (b) Engage stakeholders to define their role in supporting concurrent planning practice. (resid & home providers; treatment providers; Child Placing Agencies; youth; field staff; community providers; Permanency Support Unit; foster parents; birth parents)	Assoc Director, Child Welfare Services	Stakeholder roles defined	Q1	<u>ACF Comment Q1: Complete</u>	<u>ACF Comment Q1: Per RI, these definitions are a starting point and will be further fleshed out in the Permanency Practice Guide. Suggestions were provided for expanding on the definitions for caseworkers and foster parents. Information on the court's role needs to be revised, and the FSU/Legal workgroup will talk to the court and share these docs to initiate dialogue prior to onsite TA currently expected to take place</u>

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				<p>in January 2012.</p> <p>Q1: Internal meetings were held with staff on 7/25, 8/3, 8/10 and 8/11. External stakeholder meetings were held on 8/22 & 8/25. Participant sign-ins are shown in 1.1.b.internal.pdf and 1.1.b.external.pdf. A list of stakeholder roles was defined and can be accessed in 1.1.b.pdf. The State believes this benchmark has been completed.</p>
1.1 (c) Engage the legal and judicial stakeholders with the assistance of the NRCLJI to obtain judicial input into concurrent planning practice	Assoc Director, Child Welfare Services	Stakeholders meeting held and summary report available	Q2 <u>ACF</u> <u>Comment:</u> Moved to Q3	<p>Q2: The Family Court has identified January 12th to hold a facilitated meeting on concurrent planning. A planning conference call is scheduled for December 20th with the NRC to develop an agenda for this meeting.</p> <p><u>ACF Comment Q1:</u> ACF agrees to move the due date to Q3. A meeting date in January 2012 is currently expected.</p> <p>Q1: A conference call with the T/TA Coordination Center, the NRCLJI, and federal staff has been scheduled for 9/6 to discuss a stakeholder meeting</p>

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					with judges and legal staff. A tentative meeting date of 11/28/11 has been identified for a meeting with the judges; however the State is requesting that this benchmark be moved to Q3 in order to complete follow-up meetings with other legal stakeholders.
1.1 (d) Add new Case Activity Note type in RICHIST for establishing permanency goal	MIS Staff	Detailed design document	Q2	<u>ACF Comment Q2:</u> Complete	<p>Q2: The new CAN type was implemented in RICHIST on September 15. The release note is attached as <u>1.1.d.2.pdf</u>. The State believes this benchmark has been completed.</p> <p><u>ACF Comment Q1:</u> The new CAN will provide DCYF a way to document in RICHIST that discussion has taken place with the family and the goal has been established, rather than waiting for the service plan to be completed and approved.</p> <p>Q1: A new CAN type has been developed and tested. The detail design document is accessible in <u>1.1.d.pdf</u>. An update on implementation of this change in RICHIST will be provided in Q2.</p>

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1.1 (e) Create report identifying youth with no permanency goal established within 45 days of opening	MIS Staff	Report developed	Q2	ACF Comment Q2: Complete	<p>Q2: The Service Plan dashboard and the Supervisor Summary dashboard reports have been modified to identify youth with no permanency goal established. A screen print from the Service Plan dashboard is attached as 1.1.e.2.pdf. The State believes this benchmark has been completed.</p> <p>Q1: An existing dashboard report will be modified to identify youth with no permanency goal. The detail design document is accessible in 1.1.e.pdf. An update on implementation will be provided in Q2.</p>
1.1 (f) Add concurrent planning goal to service plan in RICHIST	MIS Staff	Detailed design document	Q2	ACF Comment Q1: Complete	<p>Q1: A new field has been added to the RICHIST Service Plan window to allow the documentation of a concurrent plan. See screenshot 1.1.f.bmp.pdf and detailed design document 1.1.f.pdf. The State believes this benchmark has been completed.</p>
1.1 (g) Develop and implement Permanency Practice Guide	Assoc Director, Child Welfare Services & Administrator, Juv Probation	Guide developed	Q2		<p>ACF Comment Q2: After discussion with DCYF we agreed to postpone decision on expected completion date until</p>

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				<p>after RI internal meeting with the writer on 2/9/12.</p> <p>Q2: The state work group has been meeting regularly to complete the Rhode Island Permanency Practice Guide. A draft of the guide is included as 1.1.g.pdf. The framework for the guide and a significant amount of content has been completed, however the state requires additional time to complete and finalize the document. The state is requesting that the quarter due for this milestone be changed to Q3.</p> <p><u>ACF Comment Q1:</u> Per RI, team leads for the Permanency Practice, FSU/Legal, and Supervisory workgroups meet together on a regular basis with the guide writer (contracted through Casey) to ensure guides are being coordinated. ACF requests that RI submit a draft at the end of Q2 and, based on how much progress has been achieved, make a request to renegotiate quarter due at that time.</p>
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					<p>Q1: The Permanency Practice Guide is in development. The permanency workgroup has met three times to discuss barriers to concurrent planning, what is being done presently, and what needs to happen for us to be successful. The group has also reviewed permanency guides from several other states. The State is requesting that this benchmark be moved to Q3. The Legal Practice Guide is not due until Q5 and components of the Legal Practice Guide will impact the contents of the Permanency Practice Guide. The State believes the Legal Practice Guide will be sufficiently completed in Q3 to allow for the completion of the Permanency Practice Guide in that quarter.</p>
1.1 (h) Integrate concurrent planning into System of Care curriculum	Child Welfare Institute	Training curriculum	Q3		<p>Q1: The Child Welfare Institute (CWI) has been involved in the concurrent planning discussions and assisted in facilitating the external meetings with stakeholders. The CWI is prepared to incorporate concurrent planning into the System of Care curriculum.</p>

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Strategy 2: Ensure a timely and appropriate permanency plan for each child and family.				Applicable CFSR Items: 12, 13, 14, 15, 16, 25, 27, 28, 29	
<i>Action Steps and Benchmarks</i>	<i>Person Responsible</i>		<i>Quarter Due</i>	<i>Quarter Completed</i>	<i>Quarterly Update</i>
Action Step 2.1: Strategically utilize Permanency Support Teams (PST)					
2.1 (a) Meet with legal stakeholders (Family Court, CASA, Public Defender, etc) to review the Permanency Support Team (PST) process and identify a Family Court and/or CASA representative to serve on the PSTs	Admin, Licensing & Regulation	Meeting summary	Q2	ACF Comment Q2: Complete	ACF Comment Q2: DCYF has agreed to forward the list of cases for the following month's PST meetings as well as highlight those cases that have an identified legal impediment. Q2: The meeting between DCYF and CASA scheduled for Q2 was held on December 2. A process was developed to forward CASA a list of cases for the following month's PST meeting. Where appropriate, CASA will then identify a staff person to attend. The meeting minutes are included in 2.1.a.pdf . The State believes this benchmark has been completed.

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					<p>Q1: Andrew Johnson has been identified as the CASA liaison to the PST. A meeting with CASA and the Family Court is scheduled for Q2. The Permanency Support Team's role is to assist the worker in achieving the existing permanency goal for the child. When a legal issue is an impediment to achieving the stated goal, a CASA representative will be added as one of the PST team members.</p>
2.1 (b) Develop a report listing youth to be reviewed based upon identified criteria	MIS Staff	Report developed	Q2	<p><u>ACF</u> <u>Comment</u> <u>Q2:</u> Complete</p>	<p>Q2: This on-line report listing was implemented in RICHIST on October 27th. The RICHIST Release Note is attached as 2.1.b.1.pdf and the detail design document is shown as 2.1.b.2.pdf. The State believes this benchmark has been completed.</p> <p><u>ACF Comment Q1:</u> Per RI, roundtables occur with Casey support and PSTs are participants in this process designed to address a greater number of cases than might otherwise be possible.</p> <p>Q1: Criteria identifying youth at risk of long term foster</p>

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					placement has been developed by Yale. The criteria were used to identify youth for a permanency roundtable scheduled for October. An update on report completion will be provided in Q2.
2.1 (c) Modify RICHIST to document PST meetings and outcomes	MIS Staff	RICHIST modified	Q3		<p>Q2: The development of the Permanency Support Team Review Outcome window is in progress. The window will be ready for implementation in Q3. The detail design is attached as 2.1.c.pdf.</p> <p>Q1: A RICHIST design document has been completed. An update on implementation of the RICHIST changes will be provided in Q2.</p>
2.1 (d) Monitor PST process and outcomes for quality improvement	Director, Data & Evaluation	Findings reviewed and recommendations made	Q3 <u>ACF Comment:</u> Moved to Q5		<p><u>ACF Comment Q1:</u> ACF agrees to move the due date to Q5. Updates on the status of the continuous QI process established by the State will be discussed periodically throughout the PIP period.</p> <p>Q1: The State is requesting that this benchmark be moved to Q5. The data necessary to conduct outcome measurement will not be available until</p>

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					benchmark 2.1(c) is completed at the end of Q3. Data analysis can not begin until at least one quarter of data is available.
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<i>Action Steps and Benchmarks</i>	<i>Person Responsible</i>	<i>Evidence of Completion</i>	<i>Quarter Due</i>	<i>Quarter Completed</i>	<i>Quarterly Update</i>
Action Step 2.2: Establish a process for coordinated case reviews					
2.2 (a) Revise list of compelling reasons not to file TPR.	Legal workgroup	List developed	Q1	ACF Comment Q2: Complete	<p>Q2: The FSU/Legal work group has revised the criteria for determining compelling reasons document incorporating the suggestions provided by our federal partners. The revised document is included as 2.2.a.pdf. This document will be incorporated into the Legal Practice Guide. The State believes this benchmark has been completed.</p> <p>ACF Comment Q1: Suggestions were made to revise this document to more accurately describe the purpose for its use, and to ensure there is no confusion between the list which is needed for RICHIST</p>

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					<p>tracking purposes and the compelling reasons not to TPR that need to be documented for the court. (Written comments provided to the State.)</p> <p>Q1: A revised list of compelling reasons not to file TPR has been completed. See 2.2.a.pdf. The State believes this benchmark has been completed.</p>
2.2 (b) Develop a digital dashboard with permanency prompts to be used by judges in court hearings	CIP Data Committee	Dashboard screenshots	Q3		<p>ACF comment Q2: DCYF sending to NRCLJI for review. Court may not be able to incorporate any immediate changes.</p> <p>Q2: The DCYF Legal and FSU Work Group has developed a suggested list of prompts for use with the Family Court Digital Dashboard. These suggested prompts have been forwarded to the Family Court for comment and are included in 2.2.b.pdf.</p> <p>ACF Comment Q1: Per RI, the agency and court are working together to develop prompts to support quality hearings.</p>

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					Q1: The RI Judicial Technology Staff have been developing the digital dashboard for the Family Court. Computers will be installed for DCYF judges in September. Initial implementation will be completed in November. Permanency prompts will be added to the window in Q3.
2.2 (c) Determine how Administrative Review Unit findings will be incorporated into service planning and court reporting	Legal workgroup	Process developed	Q3		Q1: The FSU/Legal workgroup has been reviewing the case review process to ensure findings are used to promote permanency. Draft Legal consult process, time lines for consults, including ARU and ways to enhance the process have been developed. Meeting with the Court CIP team is scheduled for 9-29.
2.2 (d) Develop a legal practice guide	Legal workgroup & CASA Director	Guide developed	Q5		Q1: The FSU/Legal workgroup has met seven times to begin the development of the legal practice guide. A focus group was held at the CWI to hear from staff across divisions what they would find beneficial in the legal guide book. Training will be provided

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					and DCYF legal staff will have the opportunity to become Certified Child Welfare Law Specialists through the National Association of Counsel for Children.
2.2 (e) Cross training to implement the legal practice guide	Legal workgroup & CIP Data Committee	Training completed	Q6		

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Strategy 2: Ensure a timely and appropriate permanency plan for each child and family.				Applicable CFSR Items: 12, 13, 14, 15, 16, 25, 27, 28, 29	
<i>Action Steps and Benchmarks</i>	<i>Person Responsible</i>	<i>Evidence of Completion</i>	<i>Quarter Due</i>	<i>Quarter Completed</i>	<i>Quarterly Update</i>
Action Step 2.3: Improve use of kinship placements through Casey Peer T/A process					
2.3 (a) Partner with Casey to conduct internal and external facilitated meetings on improving use of kinship placements	Admin, Licensing & Regulation	Meeting agenda and discussion notes	Q1	ACF Comment Q1: Complete	ACF Comment Q1: Per RI, Casey's recommendations have been presented to DCYF Senior Team for further consideration. Q1: Internal and external meetings were facilitated by Casey to discuss improving the use of kinship placements. The results of the meetings can be accessed in 2.3.a.pdf . The State believes this benchmark has been completed.
2.3 (b) Establish standardized process and tools for conducting a diligent search for absent parents and relatives	Admin, Licensing & Regulation; Assoc Director, Child Welfare Services	Process documented & examples of tools utilized	Q1	ACF Comment Q1: Complete	Q1: A policy memo has been completed to standardize the search process for absent parents and relatives. A copy of the memo is attached in 2.3.b.pdf . The State believes

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					this benchmark has been completed.
2.3 (c) Implement administrative approval or review process for all non-kin placement requests	Assoc Director, Child Welfare Services	Approval process implemented	Q1	<u>ACF Comment Q1:</u> Complete	<u>ACF Comment Q1:</u> Per RI, data is showing placement with kin is up from a year ago. Q1: A policy memo emphasizing the importance of kinship placements and the need for administrator involvement has been developed and distributed. A copy of the memo is attached in <u>2.3.c.pdf</u> . The State believes this benchmark has been completed.
2.3 (d) Conduct regional policy advisory meetings to emphasize the benefits of placing with relatives	Admin, Licensing & Regulation; Assoc Director, Child Welfare Services	Meeting dates and times; % of staff attending; meeting materials	Q2	<u>ACF Comment Q1:</u> Complete	<u>ACF Comment Q1:</u> Per RI, SOC trainings will also address these topics for staff who did not attend these meetings. Meetings were informal and no materials were distributed. Q1: 217 staff attended the regional policy meetings regarding concurrent planning, kinship placement and foster parent bill of rights. This represents over 75% of child welfare, child protective services and probation line

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					staff and supervisors. Sign in sheets with meeting dates are accessible in 2.3.d.pdf . The State believes this benchmark has been completed.
2.3 (e) Determine feasibility of establishing a kinship coordinator function to assist Child Protective Service (CPS) workers in locating, engaging and supporting kinship families/absent parents	Assoc Director, Child Welfare Services	Policy memo identifying functions of this position	Q2	ACF Comment Q2: Complete	<p>Q2: A policy memo was distributed to CPS staff to clarify the role of the Kinship Coordinator and to provide contact information. Efforts continue to increase the number of hours the coordinator is available. A copy of the memo is included as 2.3.e.pdf. The State believes this benchmark has been completed.</p> <p>Q1: Access to the Kinship Locator resource person has been expanded to Child Protective Investigators in order to identify kin who may be able to provide placement for children coming into care. More information on kinship location resources for CPS will be provided in Q2.</p>
2.3 (f) Modify RICHIST to require documentation of efforts to locate and place with kin.	MIS Staff	Design document	Q3	ACF Comment Q1: Complete	Q1: RICHIST was modified to include a specific Investigation Contact Note to document efforts by the Child Protective

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					Investigator to search for and locate kin during the CPS investigation. The detailed design document is accessible in 2.3.f.pdf . The State believes this benchmark has been completed.
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Strategy 2: Ensure a timely and appropriate permanency plan for each child and family.				Applicable CFSR Items: 12, 13, 14, 15, 16, 25, 27, 28, 29	
<i>Action Steps and Benchmarks</i>	<i>Person Responsible</i>	<i>Evidence of Completion</i>	<i>Quarter Due</i>	<i>Quarter Completed</i>	<i>Quarterly Update</i>
Action Step 2.4: Improve notice and opportunity to be heard for foster parents					
2.4 (a) Incorporate the rules governing the Foster Parents' Bill of Rights as part of the Pre-service curriculum for new workers and the foster care training for prospective foster parents.	Child Welfare Institute and Admin, Licensing & Regulation	Revised curricula	Q1	ACF Comment Q1: Complete	ACF Comment Q1: ACF concurs that the curricula has been revised. It was discussed with RI that the trainings should cover specifics on how foster parents will receive notice, when they can expect it, and what their rights are in terms of being heard in hearings. While RI works through the specifics of some of these issues (through later benchmarks), trainings will share information on where the Department currently is on these issues and what they are working towards, and will be updated to reflect changes as they occur. Q1: The curricula for the

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					DCYF pre-service training and the foster care training have been amended to incorporate the foster parent bill of rights. See 2.4.a.1.pdf for the pre-service curriculum and 2.4.a.2.pdf for the foster parent curriculum. The State believes this benchmark has been completed.
2.4 (b) Discuss policy with staff regarding Foster Parents' Bill of Rights through policy advisory meetings	Policy Office	Dates of meetings; % of staff attending; meeting materials	Q2	ACF Comment Q1: Complete	ACF Comment Q1: Per RI, SOC trainings will also address these topics for staff who did not attend these meetings. Meetings were informal and no materials were distributed. Q1: 217 staff attended the regional policy meetings regarding concurrent planning, kinship placement and foster parent bill of right. This represents over 75% of child welfare, child protective services and probation line staff and supervisors. Sign in sheets with meeting dates are accessible in 2.4.b.pdf . A copy of the Bill of Rights is shown in 2.4.b.g1.pdf . The State believes this benchmark has been completed.

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2.4 (c) In conjunction with the Court Improvement Program (CIP) staff, standardize court practice regarding foster parents opportunity to participate in hearings	DCYF Deputy Director & Family Court Chief of Staff	Standardized procedure	Q3		<p><u>ACF Comment Q1:</u> Per RI, DCYF will follow up on the Chief's recommendation by ensuring foster parent training emphasizes the distinction between being a party to a case and not being a party.</p> <p>Q1: A meeting was held with the Chief Judge of the Family Court to discuss this milestone. The Chief noted this was something that needed to be standardized and also emphasized that we need to educate foster parents that they are not a party to the petition and do not have 'standing' with the court. A meeting with the CIP workgroup is scheduled for September 29th to discuss standardizing foster parent's participation in hearings.</p>
2.4 (d) In conjunction with the CIP staff, publicize court practice regarding foster parents opportunity to participate in permanency hearings	DCYF Deputy Director & Family Court Chief of Staff	Informational materials developed and distributed	Q3		
2.4 (e) Automate the procedures to notify foster parents of permanency hearings	MIS Staff and RI Judicial Technology Center	Procedures automated	Q5		
2.4 (f) Monitor foster parent notification via RICHIST report	DCYF Data and Evaluation and MIS	Report completed	Q5		

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2.4 (g) Evaluate foster parents right to be heard in permanency hearings	DCYF Data and Evaluation	Survey to foster parents completed and data analyzed	Q6		
2.4 (h) Share and address survey findings with Court Improvement Program, RI Foster Parents Assoc. & other stakeholders	DCYF Deputy Director & Family Court Chief of Staff	Documentation of meeting and follow up steps.	Q6		

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Goal: Achieve and maintain consistent high quality family-centered practice.				Applicable CFSR Outcomes or Systemic Factors: Well-being 1	
Strategy 3: Enhance supervision practice				Applicable CFSR Items: 17,18,19,20	
<i>Action Steps and Benchmarks</i>	<i>Person Responsible</i>	<i>Evidence of Completion</i>	<i>Quarter Due</i>	<i>Quarter Completed</i>	<i>Quarterly Update</i>
Action Step 3.1: Implement consistent supervisory practice model.					
3.1 (a) Develop a case supervision practice guide (safety/risk assessment, assessment and service planning, worker visits w/ child and parents, and family engagement)	Supervisory Core Group	Guide developed	Q2		<p>ACF Comment Q2: Given that completion of this guide is closely related to other practice guides under development, we're postponing decision on expected due date until after RI internal meeting on 2/9/12.</p> <p>Q2: The department has begun development of a "Practice Guide for Child Welfare Supervisors". A draft copy of the guide is included as 3.1.a.pdf. Although significant work has been put into the draft document, additional time is needed to complete it. The State is requesting that the quarter due for this benchmark be moved to Q3.</p>

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				<p><u>ACF Comment Q1:</u> ACF requests that RI submit a draft at the end of Q2 and, based on how much progress has been achieved, make a request to renegotiate quarter due at that time.</p> <p>Q1: On June 30, 2011, a planning committee met to develop an action plan for gathering data. During July 2011, surveys of upper administrative staff and focus group with members from across DCYF's division were conducted. This information was used to inform the framework for RI's Supervisory Guidance. Currently, the work group is integrating components of the Arizona Supervisor Guide and is awaiting a final draft of DCYF's System of Care practice guidance to complete their work. Although a draft will be completed by the end of Q2, the state does not expect a final version to be completed until January and is requesting that this benchmark be moved</p>
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					to Q3 so that the guide can include practice elements that have not yet been finalized.
3.1 (b) Peer discussion to implement case supervision practice guide	Supervisory Core Group	List of attendees & percentage by division (at least 80% attendance by division)	Q3		ACF Comment Q2: See comment above on 3.1(a) Q2: The peer discussion to implement the supervision practice guide can not occur prior to the completion of the practice guide, which the state is requesting be moved to Q3. The state is therefore requesting that this milestone be moved to Q4.
3.1 (c) Develop and implement Learning Labs for DCYF supervisors	Child Welfare Institute	Themes identified at first lab and schedule of on-going meetings	Q4		
3.1 (d) Modify supervisory core curriculum to include practice guide	Child Welfare Institute	Updated curriculum	Q6		

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Goal: All DCYF children, youth and families reach their fullest potential in a safe and nurturing environment.				Applicable CFSR Outcomes or Systemic Factors: Well-being 2, Well-being 3	
Strategy 4: Integrate the key principles of the System of Care into casework practice.				Applicable CFSR Items: 21,23	
<i>Action Steps and Benchmarks</i>	<i>Person Responsible</i>	<i>Evidence of Completion</i>	<i>Quarter Due</i>	<i>Quarter Completed</i>	<i>Quarterly Update</i>
Action Step 4.1: Implement Family Team Meetings					
4.1 (a) Submit practice guidance model for Family Team Meetings	System of Care Design Team	Practice guidance	Q2	ACF Comment Q2: Complete	<p>Q2: The System of Care Practice Guidance Model has been completed and is attached as 4.1.a.pdf. The State believes this benchmark has been completed.</p> <p>Q1: The System of Care Practice Implementation Workgroup has begun the development of the practice guidance model for team meetings. The workgroup holds meetings on a weekly basis and has completed several draft versions. Final edits are expected by the end of September. An update on completion will be provided in Q2.</p>

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4.1 (b) Develop practice standards for Family Team Meetings	System of Care Design Team	Practice standards	Q4		
4.1 (c) Develop curriculum for Family Team Meeting (facilitation and participation)	System of Care Design Team	Curriculum developed	Q3		

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Goal: All children, youth and families reach their fullest potential in a safe and nurturing environment.				Applicable CFSR Outcomes or Systemic Factors: Safety 2, SF V	
Strategy 5: Enhance service array through interagency collaboration				Applicable CFSR Items: 3,4,36,37	
<i>Action Steps and Benchmarks</i>	<i>Person Responsible</i>	<i>Evidence of Completion</i>	<i>Quarter Due</i>	<i>Quarter Completed</i>	<i>Quarterly Update</i>
Action Step 5.1: Increase the availability and individualization of services					
5.1 (a) Ensure RFP for Phase II addresses concerns with service accessibility and individualization	Asst Director, CSBH	Selected sections of RFP	Q1	ACF Comment Q1: Complete	Q1: The RFP for Phase II of the System of Care was completed and released. Responses were received on July 28 th and are currently being evaluated. A copy of the RFP is in 5.1.a.pdf . The State believes this benchmark has been completed.
5.1 (b) Develop partnership with RI Dept of Human Services to retain RIteCare coverage for substance abuse and mental health services for eligible populations	Purchasing/Contracts Administrator	Agreement completed	Q3		
5.1 (c) Develop a mechanism for workers to provide feedback on service quality	SOC Practice Implementation workgroup	Feedback process implemented	Q3		